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| 703-872-9306 | with 4 Cover: |

FORMAL SUBMISSION OF:

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| 1) Petition for One Month Extension of Time; and | 2) Notice of Appeal Under 37 C.F.R. § 41.31. |
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|-----------------------|---|
| Title: | METHOD AND SYSTEM FOR CALL CENTER SCREENING |
| Serial No.: | 09/692,926 |
| Filing Date: | October 20, 2000 |
| First Named Inventor: | Douglas J. COWELL |
| Atty. No. | 00-5019 |

CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that the above-referenced documents are facsimile transmitted to the Patent and Trademark Office on the date shown below:

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Date of Transmission: November 18, 2004

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